

**DEED / VOCATIONAL REHABILITATION SERVICES**  
**VRS COMMUNITY REHABILITATION PROGRAM ADVISORY COMMITTEE**  
**FRIDAY, DECEMBER 6, 2013 – 9:00 AM – 3:00 PM**  
**VRS WOODBURY OFFICE / HUDSON CONFERENCE ROOM**

## **SESSION NOTES:**

### **Committee Objective**

The purpose of the VRS Community Rehabilitation Program Advisory Committee is to provide strategic advice and consultation to DEED/VRS on topics and issues affecting the mutual provision of DEED/VRS and CRP/LUV services to Minnesotans with disabilities. Our efforts to understand issues and to work collaboratively will build and nurture the capacity of Minnesota's rehabilitation community to advance the employment, independent living and community integration of Minnesotans with disabilities.

Specifically, the VRS Community Rehabilitation Program Advisory Committee will:

- Represent the perspectives and interests of CRP/LUVs in advancing rehabilitation and employment issues while fostering dialogue and engagement on critical issues throughout the greater rehabilitation community
- Provide strategic level advice and consultation to DEED/VRS on matters affecting CRP/LUVs
- Identify key topics and issues affecting CRP/LUVs and DEED/VRS
- Consider input from subject matter experts in issues affecting economic development, state demographics / population trends, and promising practices
- Engage in active reflection, spirited discussion and strategic dialogue on critical topics affecting CRP/LUVs and DEED/VRS services to persons with disabilities in Minnesota
- Provide a forum for the review and discussion of critical VRS and CRP service delivery topics including, but not limited to: current service delivery practices; new and emerging service needs; identifying best practices; and the consideration of statewide service needs and resources
- Promote innovative service practices to accelerate the adoption of best practices at a systems level that fosters equitable access to quality services on a statewide basis

**2013 Community Partner Members** (listed alphabetically): Becky Bazzarre, Laura Bealey, Gil Bessard, Steve Brink, Heather Deutschlaender, Mike Harper, Dan Meyers, Julie Peterschick, Rachel Praught, Lori Sterner/Amanda Jensen-Stahl, Sara Sundeen, and Leslie Swartling

**VRS Members:** Becky Johnson, Peg Killen, Chris McVey, Roland Root, Dee Torgerson, and Jeri Werner

**Sponsor:** Kim Peck, VRS Director

**Co-leaders:** Chris McVey, David Sherwood-Gabrielson and Jan Thompson

**Facilitator:** Holly Johnson

**2013 Schedule:** Jan 25, Feb 22, Apr 26, Jun 28, Sep 27, Oct 25, and Dec 6.

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**December 6, 2013 Session Objectives:**

- \* Provide a conduit for sharing relevant, important and timely updates and information for the benefit of the vocational rehabilitation community and consumers including:
  - an update on Minnesota's Olmstead Plan
- \* Recognition of outgoing advisory committee members and announcement of 2014 committee membership
- \* Provide an overview of VRS strategies to improve program and service quality through the development of a set of key performance indicators in 2014
- \* Engage committee members in a thoughtful review of the VRS CRP Advisory Committee third year's experience, results and observations in 2013.
- \* Facilitate advisory dialogue on topics for committee consideration in 2014

**December 2013 Attendees** (*listed alphabetically*): Becky Bazzarre, Laura Bealey, Gil Bessard, Heather Deutschlaender, Mike Harper, Amanda Jensen-Stahl, Dan Meyers, Chris McVey, Kim Peck, Roland Root, David Sherwood-Gabrielson, Sara Sundeen, Leslie Swartling, Jan Thompson, Dee Torgerson and Jeri Werner

**Not in attendance:** Steve Brink, Becky Johnson, Peg Killen, Julie Peterschick, and Rachel Praught

**Guest presenters:** JoLynn Blaeser and Jim Leibert

**Facilitator:** Holly Johnson

**Agenda Topics:**

- \* Welcome / Overview
- \* Strategic Update: Olmstead Plan
- \* Vocational Rehabilitation Community Topics
- \* 2013 Strategic Priority Topic: Information, Planning and Evaluation
  - *Guest: James Leibert, VRS Director of Program & Service Quality*
- \* VRS CRP Advisory Committee: 2013 in Review
- \* VRS CRP Advisory Committee: Creating the Plan for 2014
- \* Wrap Up/Adjourn

**Next Steps:**

- **DOCUMENT SESSION NOTES:** Documentation and communication of session notes for key audiences including committee, VRS, and CRP/LUV partners.
- **2013 CRP ADVISORY COMMITTEE YEAR IN REVIEW:** The facilitator will send out an electronic version of the summary reviewed as part of the meeting.
- **JANUARY VR COMMUNITY SUCCESS STORY:** Heather Deutschlaender will provide the January story.
- **NEXT MEETING:** Next meeting is Friday, January 24<sup>th</sup>.

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## **Welcome and Opening**

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The committee approved the October 25<sup>th</sup> session notes.

## **Strategic Update: Minnesota Olmstead Plan**

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David Sherwood-Gabrielson provided an overview of Minnesota's 2013 Olmstead Plan dated November 1, 2013 making special notes of sections including the Executive Summary on pages 7-12 and Employment topic strategic objectives on pages 32-37. The plan in its entirety is available at <http://bit.ly/19AoLdc>. The plan has been approved by the Governor and is currently under review by the Court Monitor to assess whether the plan meets the requirements of the Olmstead Decision and whether it adequately fulfills requirements of the 2011 settlement agreement in the case of *Jensen et al v Minnesota Department of Human Services, et al*.

The plan includes three key strategic actions directed at Quality Assurance and Accountability:

1. Action One: Quality of life measurement
2. Action Two: Dispute resolution process
3. Action Three: Oversight and monitoring

David reviewed the section of the plan focused on Employment which begins on page 32. Embedded throughout the plan is a focus on creating baselines for measuring change. The Plan also includes implementing the IPS model statewide and adopting an 'Employment First' policy (this refers to an approach assuming employment as first option of consideration). The Plan requires that several state entities, notably the Minnesota Department of Education (MDE), the Department of Human Services (DHS) and the Department of Employment and Economic Development (DEED) work toward greater alignment of policies and resources for a more coordinated approach to serving people with disabilities. There is a substantial commitment and need for training, technical assistance, public information and outreach indicated within the plan for successful implementation to occur.

The chronological timetable for implementation in 2013-2016 is listed on page 117-131. The Subcabinet has completed its initial charge and is awaiting commentary from the court. David anticipates the document will continue to change and develop as implementation planning unfolds. Kim noted that Olmstead Plans are being developed across the country. David has been asked to serve as the interim Director of Minnesota's Olmstead Implementation Office, the establishment of which is currently underway. Given David's new position, he will be stepping down from ongoing membership of the VRS CRP Advisory Committee to focus on the emerging and pressing implementation timeline and activities. David and Kim promised to continue to keep the committee apprised of new developments and/or requests for Vocational Rehabilitation community input and participation.

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## Vocational Rehabilitation Community Topics

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### ❖ CRP updates:

- Heather Deutschlaender
  - **ProAct** is launching the Walgreens REDI program on January 6th in an Eagan store located on Cliff Road.
  - They have added a job developer.
- Dan Meyers
  - **Opportunity Partners** currently have Walgreens REDI programs in two stores and are at 62% placement rate for REDI
  - Two staff are trained and contracted to provide DISCOVERY services
- Mike Harper
  - Joan Distler, **Rise's** director of Customized Employment for the Twin Cities metro area, has resigned and has accepted a role with the Veteran's Administration focused on implementing IPS. Rise is actively interviewing for her successor.
  - Joan, who has worked at Rise since 1989, and was recently honored for her work with Rise's Ticket to Work (TTW) program which offers people who have disabilities currently receiving Social Security Income customized career planning, job placement, and follow-up support services. The goal of TTW is to help reduce people's dependence on government resources by finding and maintaining suitable employment.
- Laura Bealey
  - **MRCI - Mankato** has opened their new adult center. They have already filled 12 openings of the total capacity of 20.
  - Heavily focused on 245D.
  - Hired an additional placement staff primarily working in the Fairmont area.
  - Laura has been working with 4-5 local Quik Trip Convenience Store locations regarding employment opportunities. So far MRCI has provided the stores with 8-10 applications for retail helper positions.
- Sara Sundeen
  - **Minnesota Career Solutions** is celebrating achieving 55 placements as of mid-November for their 2013 calendar year goal of 54. Those hired are making an average of \$11.32 per hour and working 27 hours a week.
- Amanda Jensen-Stahl
  - **Goodwill Easter Seals** is opening a new store in Minneapolis this weekend on Nicollet & 60th with one more on Lake Street coming on line in the near future
  - Preparing for first IPS Fidelity review in January
- Leslie Swartling
  - **WORC** hosted their first 5k Stroll and Roll race in Winona on November 8<sup>th</sup> with 300 people participating - a great turnout for the first time event!

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❖ **DEED/VRS updates:**

- JoLynn Blaeser, VRS Director of Staff Development, provided an update on the development of a **new Employer Engagement training** - an idea which grew out of the Placement 101 training. JoLynn shared a copy of the draft proposal for a program to develop practical skills and strategies for building relationships with businesses to support employment of people with disabilities. The proposal was developed by a design team of 12 people and based upon the following training objectives and components:

1. The Six Principles of Influence
2. Speaking Business Language
3. Strategies for Developing Business Relationships
4. Strategies for Maintaining Business Relationships
5. Collaborating to Meet the Needs of Business
6. Current Trends in Recruitment and Hiring

JoLynn shared some of the design team's implementation ideas including creating an initial one day training with a targeted audience of Minnesota Placement Professionals serving VRS consumers.

JoLynn then opened the floor for advisory committee feedback and input:

- Amanda Jensen-Stahl suggested that the training would also benefit CRP managers of Placement Professionals by helping managers understand and reinforce the messages for their staff attending the training.
- Kim Peck asked if there are ways to ensure agreement and support from employers for the tools and skills included in the training for engaging with business. Jan Thompson asked if CRP could potentially leverage business advisory groups for input on relevant content. Becky Bazarre suggested perhaps CRPs could ask their board members who are business representatives for their perspectives on what training would be important and/or useful. Other members mentioned that there is sometimes reluctance by businesses to formally endorse programs so the manner and content requested of business partners needs to be approached in a thoughtful manner.
- Many members supported the idea of a two day training given the amount of content stating that one of the significant benefits is having the time to build the relationships and trust that can lead to greater collaborative results.
- There was an acknowledgement of the challenges related to costs of both providing and attending training especially if an overnight is required. Members discussed various opportunities for collaboration on resources e.g. hosting the hospitality room/networking events, etc.

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- Advisory members agreed with the suggestion to start with a one day preview training trial for CRP managers to provide others an opportunity to review and note content as well as offer recommendations on where/how it might be modified. In addition, the one day trial would help evaluate whether a one or two day training is better approach. From a trial implementation standpoint, members discussed leveraging a location in each of the three VRS geographic regions to provide a one day training preview and gather reactions for further implementation rollout planning.
- Another idea was to leverage the existing infrastructure provided by the 14 local placement partnerships to help push out the training with VRS taking the lead role with instructors and curriculum.

JoLynn thanked the committee for their input and promised to keep them updated as work on the new Employer Engagement training progresses.

■ Kim Peck on VRS and DEED Updates:

1. Minnesota's **budget forecast** is for a surplus of \$1.086 billion. Taking care of prior loan commitments, the state is anticipating a balance of approximately \$825 million which means there is a possibility of a supplemental budget being proposed in the upcoming session. While news is good for Minnesota, the news is not so good news at the federal level with an additional 7.25% funding cut retroactive to FFY14 effective 10/01/2013. This cut further reduces the federal base allocation. In Minnesota, three of four service categories are closed. Kim reminded the advisory committee, that state agencies are not permitted to bring legislative proposals directly to the legislature. Any Rehab community proposals must be sponsored by non-state entities such as Minnesota Organization for Habilitation and Rehabilitation (MOHR).

2. **VRS organizational staffing changes:**

- David Sherwood Gabrielson is moving from VRS Director of Community Partners to the interim Director of the Minnesota Olmstead Implementation Office.
- John Sherman will be supervising the Extended Employment Program in a work out of class position for one year.
- Chris McVey will no longer serve as the Metro Regional Manager effective year end and will focus on Strategic Initiatives and Partnerships.
- Jay Hancock has accepted the position of Regional Manager in the Southern Region currently held by Dee Torgerson. Dee will be moving from the Southern Region to the Metro Regional Manager to fill the role Chris McVey has been serving.
- Jim Leibert was hired as the VRS Director of Program and Service Quality.

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3. VRS is sponsoring a web-based **training on financial reconciliation management** for community partners at the direction of the Minnesota Department of Administration Office of Grants Management. This training is resulting from a renewed focus on grants management and ensuring grant making principles and outcomes are being properly managed and attained. The Office of Grants Management is increasing the level of oversight and auditing of grants management responsibilities. This increased focus will likely have ramifications for grantees as well. RSA has issued grant management findings for Minnesota VRS as part of recent grants management audits. VRS is working to upgrade grants management capabilities, practices and outcomes with the existing limited staff and resources available. The current VRS waitlist is at 116 statewide: Metro West (50), Metro East (15), South (31) and North (20).

- **CRP Advisory Committee Updates:**

The committee chairs recognized and thanked departing CRP members: Mike Harper (North), Leslie Swartling (South), Sara Sundeen (Metro) and Lori Sterner/Amanda Jensen Stahl (Metro). Departing VRS members: David Sherwood-Gabrielson (Co-leader), Peg Killen (Metro RAM) and Jeri Werner (North RAM).

CRP Advisory committee members joining in 2014 are Josh Howie (North), Jeremy Gurney (South), Amanda Jensen-Stahl (Metro) and Robert Reedy (Metro). Joining VRS members: Jay Hancock (Regional Manager - South), Kris Tone (South RAM) and Lori Thorpe (North RAM).

- \* **Committee member Laura Bealey provided the December community partnership success story:**

- Laura shared the story to two clients, Andrew and Naomi, who with the skills and confidence gained through MRCI's job skills training have secured job opportunities with local employers Lake Crystal Coaches and Ashley Home Stores they never dreamed they would be able to do. The four minute video is available at: <http://www.mrciworksource.org/video2.html>

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## 2013 Strategic Priority: Information, Planning and Evaluation

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VRS Director Kim Peck introduced the new Director of Program and Service Quality, James (Jim) Leibert who joined VRS in early November after more than 10 years at Minnesota's Department of Human Services in their disabilities program. One of his first VRS responsibilities will be to develop strategies and mechanisms for gathering meaningful feedback from consumers of VRS funded services.

Kim stated the importance of gathering relevant, high quality feedback from VRS consumers in order to give us the kind of data that informs program and service quality improvement efforts. VRS is frequently asked about sources for needed services and about levels of customer satisfaction with those services. Kim is excited to create a framework for gathering stakeholder feedback that moves beyond the largely anecdotal approaches and into a more rigorous and valid methodology.

Next, Jim provided an introduction to the different levels associated with decision support using analytics. The graphic below provides a visual concept of the levels of progression in relationship to service value and complexity.



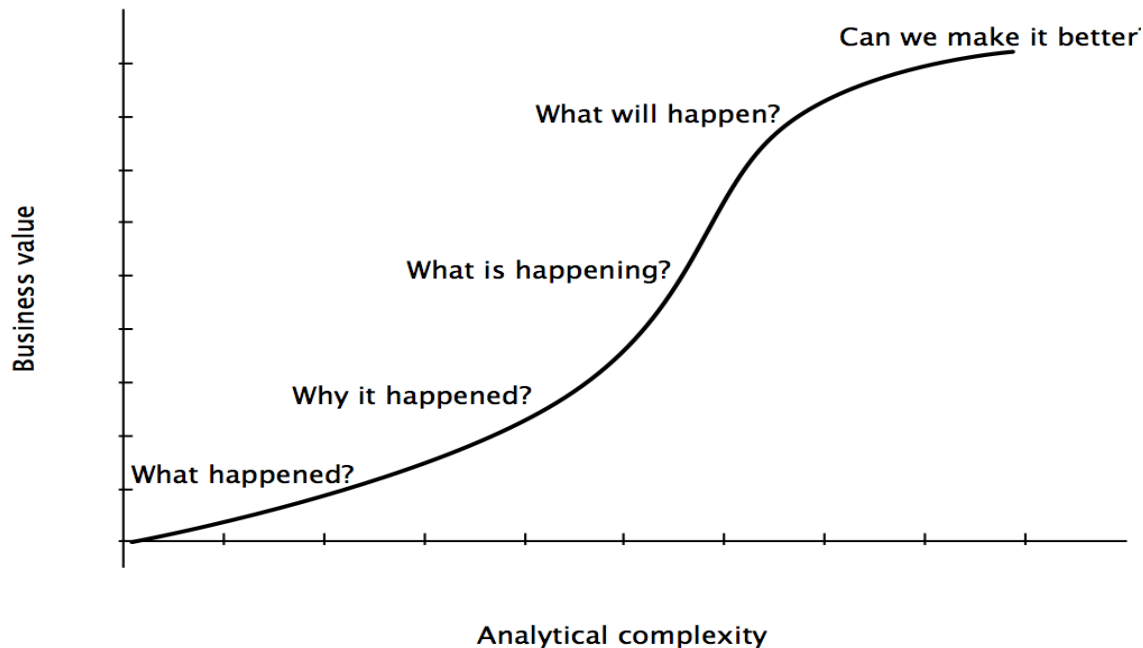
### The Five Levels of Decision Support using Analytics:

- **Stage 1: Reports** - focused on gathering information
- **Stage 2: Dashboards** - requires a selection of key measures depicting aspects of the information
- **Stage 3: Statistical Analysis** - begins to transform the information into useful intelligence
- **Stage 4: Modeling** - tests combinations of variables in search of applicable insights
- **Stage 5: Optimization** - gleans powerful predictive analytics to help optimize future choice offerings and decision making



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Underlying the five stages, are key questions represented as:



Jim noted that VRS is currently at Stage 1: Reports and that organizational readiness to move to more advanced stages will take time and effort. Jim also discussed aspects of creating a useful dashboard and selecting a small number (no more than seven) Key Performance Indicators (commonly referred to as KPIs). Given the plans to move to Stage 2: Dashboards, he will be developing a plan to engage stakeholders in gathering their ideas around KPIs for measuring what is helpful, meaningful and relevant.

Jim talked about the variety of sources KPIs can be derived from including: federal regulations and both internal and external stakeholders (VRS Leadership Team, VRS staff, Community Partners/Providers, Consumers, Employers, Families, etc.)

In early 2014, Jim will be initiating conversations and gathering stakeholder information to develop initial VRS dashboards of 5-7 key performance indicators that will serve to improve program and service quality for VRS consumers. The advisory committee will be kept apprised as works moves forward.

### **VRS CRP Advisory Committee: 2013 in Review**

The facilitator provided a one page summarized overview of the advisory committee's work in 2013 which is listed on the next page.

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**DEED Vocational Rehabilitation Services**  
**CRP Advisory Committee 2013 Year in Review**

Meeting Date	Priority Topic	Key Deliverables
January 25 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Introduction to the DISCOVERY Process</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Welcome new committee members</li> <li>ii. Review draft 2013 CRP Advisory team charter</li> </ul>
February 22 <sup>nd</sup>	<ul style="list-style-type: none"> <li>○ <b>DISCOVERY Process Training</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Complete updates for 2013 CRP Advisory team charter</li> <li>ii. DISCOVERY Process Training</li> </ul>
April 26 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Olmstead Decision Implications</b></li> <li>○ <b>Community Partners Meetings Mix in context of VRS Regional Structure</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Discussion of Olmstead Decision and implications for Minnesota's Vocational Rehabilitation community</li> <li>ii. Revisit state/regional/local meeting mix in context of new VRS regional management structure</li> </ul>
June 28 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Challenges in Implementing DISCOVERY Process in Minnesota</b></li> <li>○ <b>Introduction to Minnesota Centers for Independent Living and the VR/IL Partnership</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Discussion on developmental challenges associated with implementing the DISCOVERY Process model</li> <li>ii. Strategic introduction to Minnesota Centers for Independent Living and their work as it relates to the VRS Mission and Value Proposition</li> </ul>
September 27 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Revisiting Informed Choice</b></li> <li>○ <b>Continuous Improvement</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Check-in on 2011 CRP Advisory recommendations on Informed Choice - implementation and observations</li> <li>ii. Discussion on potential options for gathering better information on VRS consumers for the purpose of continuous improvement in services and satisfaction</li> </ul>
October 25 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Subminimum Wage &amp; Section 511</b></li> <li>○ <b>VR Order of Selection and the Current Waitlist Situation</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Discussion on issues and perspectives related to proposed changes in subminimum wage and Section 511 with guest Jeff Bangsberg</li> <li>ii. Review of RSA Order of Selection and Service Priority Categories</li> <li>iii. Implications discussion for closed categories 2 &amp; 3</li> </ul>
December 6 <sup>th</sup>	<ul style="list-style-type: none"> <li>○ <b>Minnesota Olmstead Plan Update</b></li> <li>○ <b>Information, Planning &amp; Evaluation</b></li> <li>○ <b>2013 review / 2014 planning</b></li> </ul>	<ul style="list-style-type: none"> <li>i. Overview of Minnesota Plan and Employment specific components</li> <li>ii. Discussion on VRS Program and Service Quality including stakeholder engagement on Key Performance Indicators (KPIs)</li> <li>iii. Review of third full year of advisory committee work</li> <li>iv. Identify initial list of priority topic for 2014 advisory</li> </ul>

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**VRS CRP Advisory Committee: 2013 in Review**

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Reflecting on the third year of the VRS CRP Advisory Committee:

- **What have you valued most about our time together in 2013?**
  - the real value comes from the **opportunity to come together** and figure out how we would like to move forward
  - we have a place where we can **find the information we need**
  - the way we **help 'bring each other along' on the strategic topics** and how can we **help shape and lead the greater vocational rehabilitation community** in our interactions beyond our committee
  - **love the new monthly consumer and local partnerships success stories** we've added in 2013; stories help us get to know each other, learn about the good stuff that's out there and stay grounded in our mission
  - **love the ice breakers** (warm up questions)... getting to know each other better helps build relationships of trust, understanding and fosters a healthy laughter; it helps us recharge and be able to sustain the ongoing challenges of our complex and rewarding work
  - helpful to hear **the VRS updates and the public sector requirements / issues** to understand the whole, bigger picture; helps put VRS policies, programs, decisions and actions into context
  - **opportunity to cascade the outcomes of this meeting** with our organizations; as CRP members we bring back updates and share the notes from these sessions with our organizations and partners who also appreciate hearing what's being discussed and studied in the advisory
- **What are the important benefits and results of our work together?**
  - we have the **opportunity to bring in the topics that are timely and relevant** to this partnership
  - **greater transparency** in the community as a whole
  - helpful to hear the member updates on what all is going on and hearing about new programs like REDI - **keeps me challenged and current**
  - we have **a direct line of communication** with VRS to share concerns
  - it has **increased my sense of connection and community**, increased my network of people I can ask questions of, go to, etc.
  - we've been **able to bring some tough issues and concerns** to this committee and have **respectful, productive conversations** - "the openness to bring their truth and talk without fear"
  - **ability to come together and "build things"** e.g. Informed Choice recommendations, Placement 101, Next Generation Placement, etc.
  - VRS can **leverage this advisory as a sounding board** in the contemplation stage for 'big' issues and changes - informed by perspectives from this group to **help shape the future and strengthen decision-making**

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**VRS CRP Advisory Committee: Creating the Plan for 2014**

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- **What could we focus on going forward into 2014?**
  - **Innovation & Expansion opportunities** - other potential VR Community requests similar to Transformation grants for IPS; corporate partnerships
  - **Creating a more standard offering and definition for the DISCOVERY model in Minnesota**
  - Explore **Single Point of Contact approach**; in connection with revisiting the local placement partnerships and serving consumers and employers
  - **Check-in on Next Generation pilot progress and learning**; helping to 'work out the kinks' - provide input and feedback on pilots
  - **Informed Choice** - concepts for helping consumers access the key information they want/need to make good choices
  - **Moving forward with business engagement** - how can we learn more about what employers want/need and **assist employers with their integrated employment requirements** (March 2014)
  - How can we better **understand and measure the consumer experience**; how do we get real and helpful information from consumers to help us know how we're doing and how we can target efforts and continue to improve
  - **More about IPS and how it's going...** 2014 will be crucial year; increase understanding of what other people are doing; NAMI support infusion and implications ; discuss potential for proposals as a community to the legislature given the opportunity for investment
  - **Ongoing supports...** increased needs for these, Extended Employment is just 'one slice', how do we build greater capacity system wide
- **What could we do to have an even greater impact next year?**
  - **explore ways to keep committee alumni/emeriti involved...** respond to the desire to keep the connections going, help keep the work moving forward, expand networking within the community, find mechanisms including forms of technology to gather and share feedback, reactions, and ideas, ways to promote and reinforce ongoing collaboration
  - **consider potential connection to Centers for Independent Living**
    - pros: opportunity for enriched system conversation, members appreciated the overview provided at the session this year
    - cons: member concerns that an addition to the committee could have potential to sidetrack the natural conversation flow or cause representative to feel left out if sidetracks are guarded against
    - considerations: continue guest approach as topics merit, monitor the Olmstead Plan developments to revisit connection as appropriate
  - **continue to look for additional ways to communicate the topics and work of this advisory group**

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▪ **2014 Dates for VRS CRP Advisory Committee were approved as follows:**

1. Friday, Jan 24 (Q1)
2. Friday, Mar 28 (Q1)
3. Friday, Apr 25 (Q2)
4. Friday, Jun 27 (Q2)
5. Friday, Sep 26 (Q3)
6. Friday, Oct 24 (Q4)
7. Friday, Dec 5 (Q4)

**KEY MESSAGES FROM TODAY**

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✚ **Important Messages for the Greater Vocational Rehabilitation Community:**

- FFY2013 was in many ways a great year for Minnesota's Vocational Rehabilitation Community efforts in partnership with consumers - we saw improved employment outcomes and continued movement toward greater self sufficiency and community integration in local communities across the state. With the slow but steady easing of the economic recession, the strengthened collaborative system including the work of over a dozen local placement partnerships around the state, Minnesota's vocational rehabilitation community is operating at a higher level of focus and alignment on behalf of Minnesotans with disabilities, their communities and our state's economic well being and quality of life.
- We believe in the power of a combination of relevant data AND meaningful stories to retain and increase state and federal legislative support for the public Vocational Rehabilitation Program.
- VRS is committed to working with stakeholders to develop a new program and service quality dashboard composed of Key Performance Indicators to help us understand and continue to improve the consumer experience. This will ultimately help the entire system more accurately understand and use service information to identify optimal service patterns, address deficiencies and gaps, and assist in strengthening local and overall service access and offerings in alignment with the spirit and letter of the Rehabilitation Act.
- In our third year as a committee, we are appreciative of the collaborative relationships and resulting conversations and work we have accomplished together. We have vigorous, open, and respectful dialogue on important strategic topics affecting vocational rehabilitation services in Minnesota. We strive to keep the consumer we serve at the center of our work together.
- Looking forward into 2014, we are energized to delve deeper into some of the topics we have covered in the past such as ongoing supports, the Olmstead Plan and Informed Choice as well as dig into additional areas of strategic importance such as innovation and expansion, business engagement, IPS, single point of contact models, and consumer experience.